How – to 'Setup Multi-factor Authentication' for RAMS users'

Instructions to setup multi-factor authentication

When you log in and multi-factor authentication (2FA) has been enabled, a QR code is displayed after you log in for the first time. You will need to use an authenticator app on a mobile device or desktop to authenticate access.

Mobile App

Eg

Microsoft Authenticator App

- https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en_AU
- https://apps.apple.com/au/app/authenticator-app/id1538761576

Google Authenticator App:

- https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en_AU
- https://apps.apple.com/au/app/google-authenticator/id388497605

**Twilio Authy App**

- https://authy.com/download/

Download App and follow the prompts.

⚠️ You **MUST** keep this app on your device and use it each time you log in. If you uninstall the app or change devices, contact the RAMS Helpdesk (1300 733 056) to reset your account's 2FA settings and you must re-scan the QR code as if using 2FA for the first time.

These instructions use Google Authenticator as an example; other apps (for example, Microsoft Authenticator or Twilio Authy) function in a similar manner.
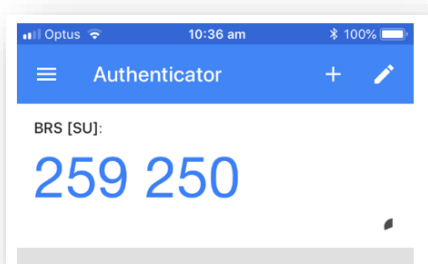
1. Open **Google Authenticator App** on your mobile device.
2. Read the introduction, then at the **Add an Account** prompt choose **Scan a barcode**.
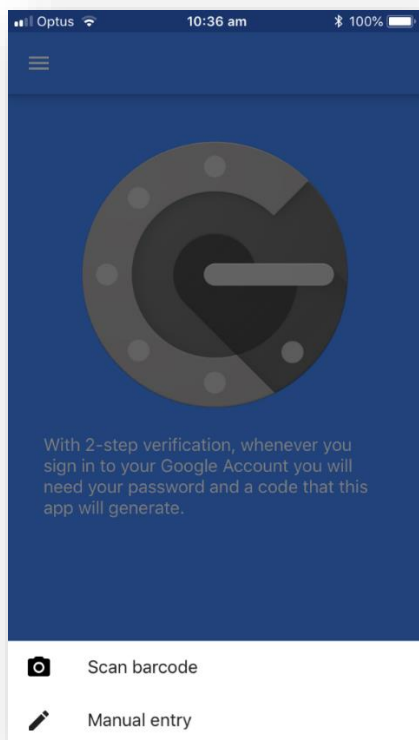
3. Scan the QR code displayed on the screen:
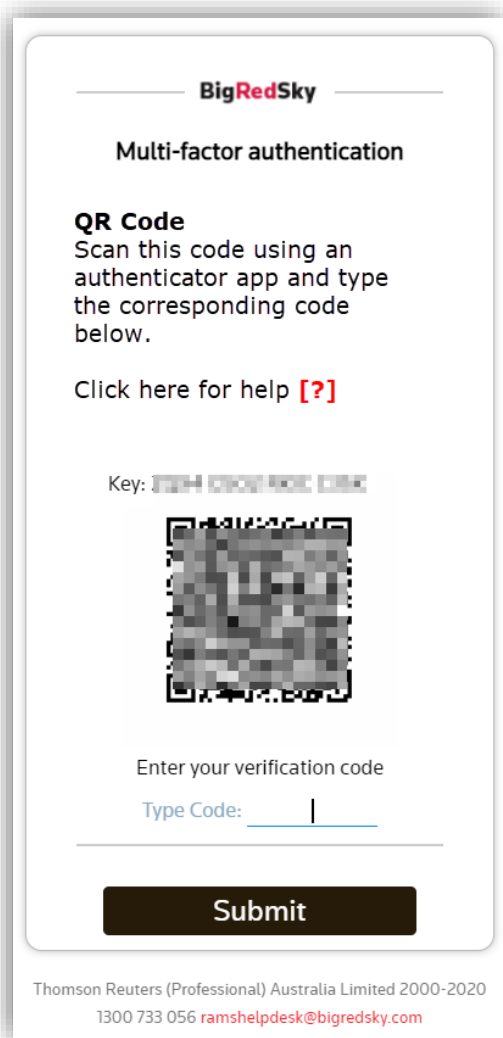
4. A time-limited 6-digit one-time passcode is shown in the app; you must enter the code on the Passcode verification page in your browser before the code changes.
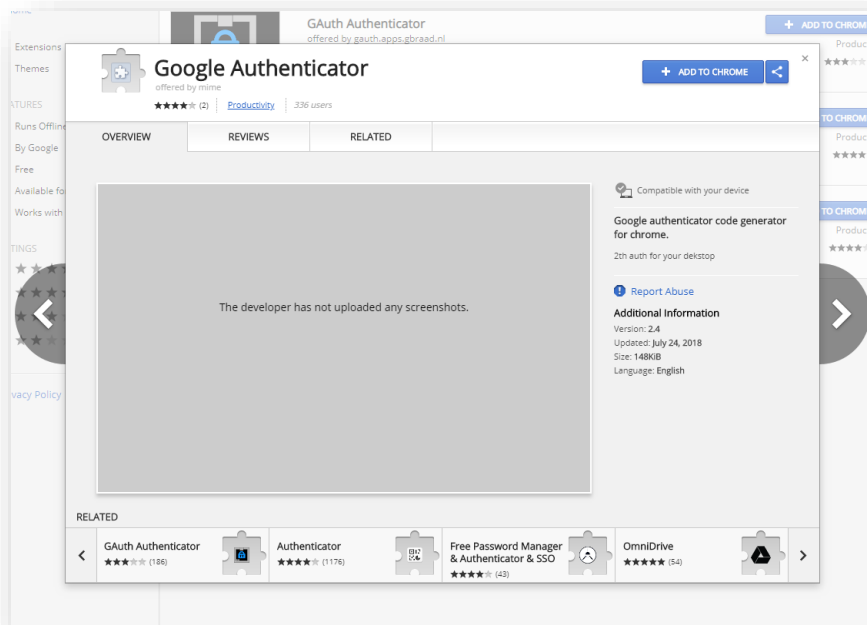
Eg Google Chrome Extension

1. Download Google Chrome extension such as "Google Authenticator". This can be downloaded from the Chrome Web Store at https://chrome.google.com/webstore/
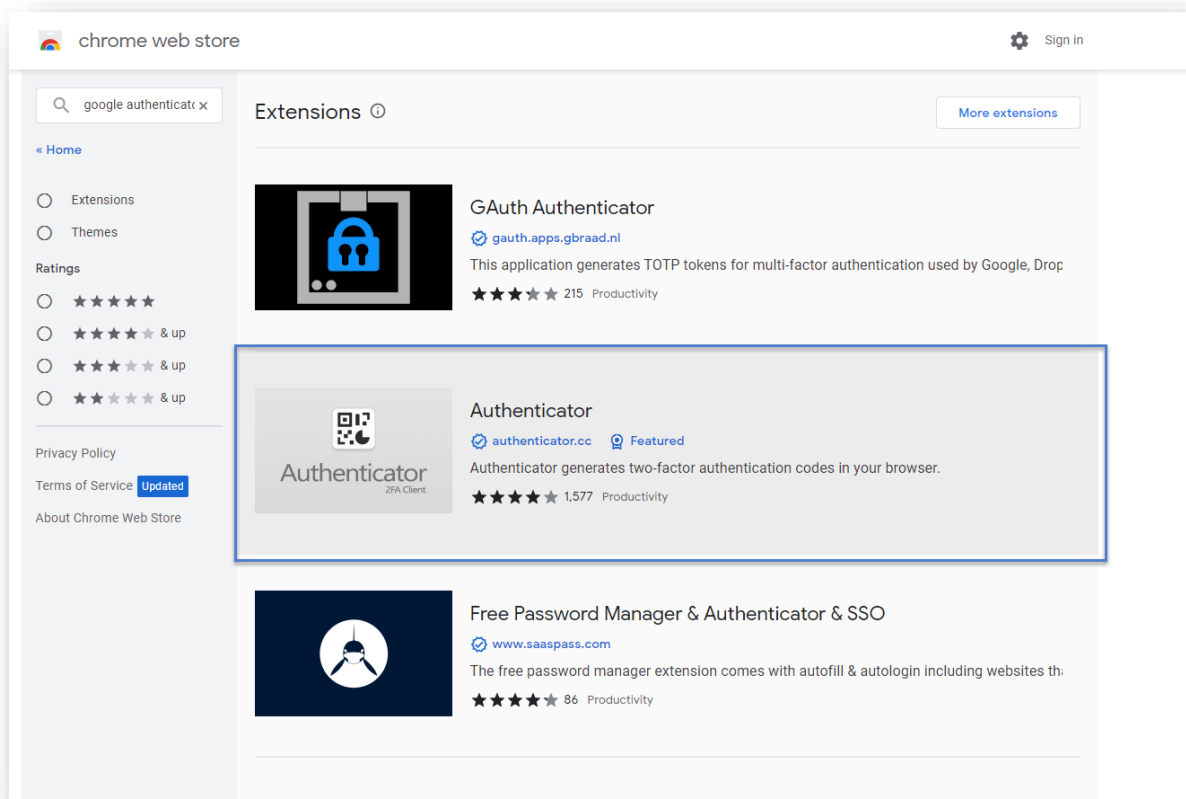
2. Click Add to Chrome and follow th`e prompts.

Note: The Chrome extension should only be encouraged if installing a mobile app is not possible for a user.
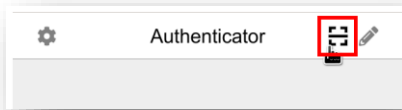
These instructions use Google Chrome extension as an example; other desktop apps may function in a similar manner.
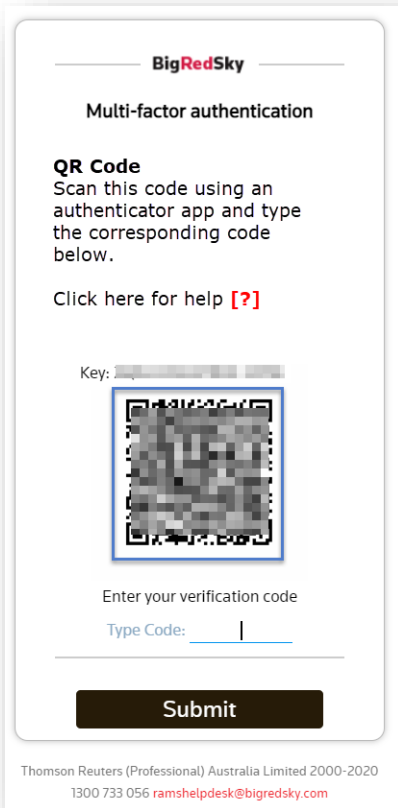
1. Click the Google Authenticator Extension icon in your browser (Chrome, Firefox, Edge).

   a. **Scan QR Code**

      Click the scan icon at the top right corner of the window.
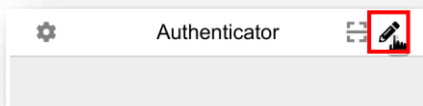

      Click and drag to draw a square that completely covers the QR code
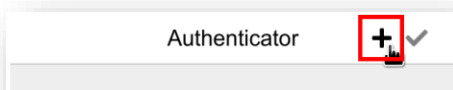

   b. **Manual Add**

      Click the pencil icon at the top right corner of the window.

      Click the plus button at the top right corner of the window. Select Manual Entry.

Input your RAMS Username in Issuer field and the Key displayed on screen in the Secret field and click Ok.

2. After the new account has been added, you will see a new entry in the window with a time-limited 6-digit one-time passcode; you must enter the code on the Passcode verification page in your browser before the code changes.